

Professional warranty denial for uncovered defect

Subject: Warranty Claim Denial - Product Model [MODEL NUMBER]

Dear [Customer Name],

Thank you for contacting us regarding your warranty claim for [Product Name], purchased on [Purchase Date]. After thorough examination by our technical team, we must respectfully deny your warranty claim.

Our investigation reveals that the reported issue stems from [specific cause], which falls outside the coverage parameters outlined in your warranty agreement. Specifically, Section [X] of your warranty excludes damage resulting from [specific exclusion reason].

While we understand your disappointment, our warranty terms clearly state that coverage does not extend to issues arising from normal wear and tear, misuse, or environmental factors beyond our control.

We value your business and would be happy to discuss repair options at standard service rates. Please contact our customer service team at [phone number] to explore available solutions.

Sincerely,

[Name]

Warranty Claims Department

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